

Verification

1. Introduction

Verification and documentation of all eligibility factors is essential to the eligibility determination process. Verification and documentation ensure that a fair and proper determination has been made, and provides the foundation upon which eligibility determinations and subsequent reviews are based.

Throughout the “**Personal Data**” (citizenship, residency, etc.), and “**Financial**” (income, TPL, etc.) windows, there are areas where you are required to verify information provided by the customer and to capture related information regarding the specific type of verification that has been or must be provided. As you gather information, you can indicate in ACE whether or not an item has been verified.

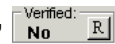
ACE allows you to continue through the triage process, and save information entered, without the verification being completed, however ACE does require that mandatory verification areas be completed prior to disposition. Edits will prevent dispositioning of any case in which the mandatory verification areas are not completed.

The “**Verification Detail**” windows are the same throughout the system. What is different is the type of acceptable documents that can be used for verification. For example, a WTPY is acceptable verification of Social Security income; but cannot be used to verify income from wages.

You will want to use the “**Verification Detail**” windows as you conduct the triage. In this section you will see how the “**Verification Detail**” window allows you add a verification form (for example, the Request for Verification of Unearned Income) to the “**Request for Information**” (RFI) form.

2. Verification in ACE

Verification in ACE is accessed through a “**Verified**” button. In the examples shown below, the “**Verified**” buttons appear disabled because required information has not been entered (e.g., Marital status or SSN).



Personal Data (HOMER SIMPSON - APPLICANT - 100061751, 2/1/2005)

Living Arrangement Eligibility

Demographic Citizenship/Residency Student Status Address

Group list: HOMER SIMPSON Feb 2005

Name
Last: SIMPSON First: HOMER Middle initial: Name Change
☐ Yes ☒ No

Other Name
Last: First: Middle initial: Name Change
☐ Yes ☒ No

Marital status: MARRIED Effective date: 10/08/2004 Verified: Yes ☒ R Language: ENGLISH

Gender: ☒ M ☐ F DOB: 01/05/1979 Verified: Yes ☒ N DOD: Verified:

SSN: 123-45-6798 SSN appl date: Verified: No ☒ R Referral: No

Ethnicity: OTHER Native American: On reservation: ☐ Yes ☒ No

Pregnancy
Is applicant pregnant: ☐ Yes ☒ No
How many children are expected:
Expected due date: Verified:

Willing to pay premium: ☒ Yes ☐ No ☐ Unknown Verified: Yes ☒ N

Back Find OK Cancel Forward

Disabled
Verification
Blocks

When you click “Yes” or “No”, or complete the mandatory field, the verification buttons are enabled. The “R” ☒ indicates verification is required. In the examples below, the U.S. citizen radio button has been answered “Yes”, enabling the “Verified” buttons.

Personal Data (HAN SOLO - APPLICANT - 100061325, 8/1/2004)

Living Arrangement Eligibility

Demographic Citizenship/Residency Student Status Address

Group list: HAN SOLO Aug 2004

Citizenship
U.S. citizen: ☒ Yes ☐ No Verified: No ☒ R Location born: Verified:

INS status: Verified:

Prior INS status:

INS status date: Resided since: INS card number:

SAVE referral date: Secondary SAVE date: Follow-up date:

Residency
AZ resident: ☒ Yes ☐ No Verified: Yes ☒ N Private Request PAS use only
Moving to AZ ind: ☐ Yes ☒ No Date moved to AZ:


Temporary Absence
Date leaving AZ: Date returning AZ:

Back Find OK Cancel Forward

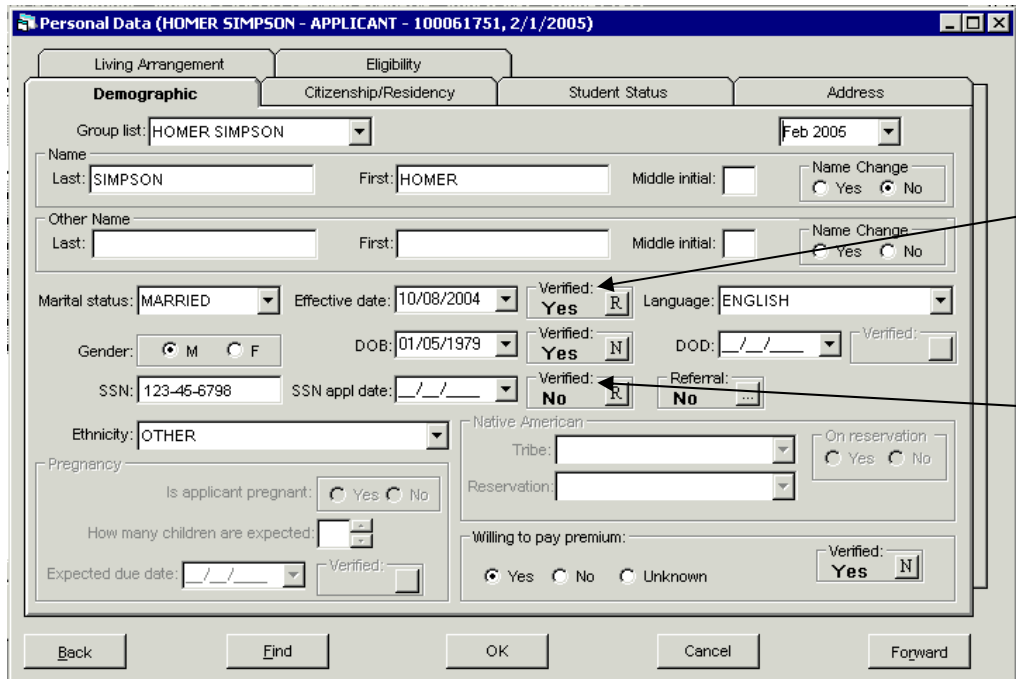
Enabled
Verification
Button

When the “Verified” button appears with a “Yes” ☒ R, this indicates the item has been verified. In the example below, the marital status and date of birth have been entered. The “R”

indicates verification is required, and the “Yes” indicates marital status and date of birth have been verified.

When the “**Verified**” button appears with a “**No**” , this indicates the item has not been verified, but information has been entered in the related field. In the example below, the SSN has been entered, the “**R**” indicates verification is required, but the “**No**” indicates the SSN has not been verified. “**R**” indicates verification is required prior to dispositioning the case.

The “**R**” always appears, even if the item has been verified.



Verification “Yes”

Verification “No”

An example of a verification window is in the next section.

3. Verification Detail

In this example below, the “**Income**” window, “**Earned**” tab is being used. “**Wages**” has been selected. The “**Verification Detail**” window has not been completed, as indicated by the “**No**”.

You enter as much information as possible on the “**Earned Income Detail**” window prior to going to a “**Verification Detail**” window. In this example, the “**Company**” and “**Gross Amount**” will carry across to the “**Verification Detail**” window.

To access a “**Verification Detail**” window, click on the “**R**” where the “**Verified**” button is enabled (unshaded).

Earned Income Detail (HOMER SIMPSON - APPLICANT - 100061751, 2/1/2005)

Type: Frequency:

Income Source
 Company: Phone, Ext.:
 Address:
 City, State, Zip: E-mail:
 Fax:

Transferred: ☐
 Assign to Trust: ☐ ...
 Verified: **R** ← Click on the "R"

Income Detail
 Date paid: Gross amount: Hours worked:
 Add
 Clear

Expense/Disregard Detail
 Pay dates: Type: Amount:

☐ Exclude from averaging Exclude reason:

Exclude	Date Paid	Hours	Gross	Expense/Disregard Type	Amount	Exclude Reason

Remove

Totals:

Prior Next New Delete OK Cancel

The “**Verification Detail**” window automatically opens and contains the following information:

- **Description**
- **Qualifier**
- **Value**
- **Verified**
- **Verification**
- **Form**
- **Request for Information**
- **Comments**

Description

Description: WAGES

Qualifier: Target

Value: \$0.00

Verified: No

Verification

Date: __/__/__

Collateral

Document

Visual

Declaration

Client Statement: ☐

Form

☒ Include Form on RFI

Due: 01/20/2005

Resolved: __/__/__

Print Form

VERIFICATION - EMPLOYMENT

Request for Information

☒ Include Verification on RFI

Due: __/__/__

Resolved: __/__/__

Instructions:

A copy of pay stubs or a letter from the employer that shows the gross amount of income for the month(s) of Mayo

Comments

1-5-05 Left message for client at home #.

OK Cancel

A description of each item is provided on the following pages.

The top portion of the “**Verification Detail**” displays any information entered on the previous window. This is an example of a verification detail for “**Wages**”. If you do not enter the gross amount and company information, the “**Qualifier**” is blank and “**Value**” is \$0.00.

- Description** Identifies the item being verified; in this example, you are verifying wages.
- Qualifier** Explains the item being verified. For example, the verification type will be "wages" (for employment income), and the qualifier will be "Target" (the name of the employer). In some situations, there will be no qualifier (if there is nothing to "qualify"). In the example above, the Qualifier is the company name of the income source.

- **Value** Indicates the value of the item is being verified. Value further verifies the items seen in the Qualifier. In the above example, the value is \$0.00, the gross amount of the wages. For marital status it is "Married"; for SSN it is "999-88-0303", etc.
- **Verified** If **"No"** is indicated, the item has not been verified; if **"Yes"** is indicated, the item has been verified.

The second section on the **"Verification Detail"** window is the **"Verification"** grid.

- **Verification** The method used to verify the information.

The **"Verification Date"** defaults to the date the verification window was completed (regardless of method).

The **"Verification"** grid provides five different methods to verify information. As you select the method of verification, a pop-up window appears, except for client statement. The pop-up window is designed to capture the information needed for that type of verification.

The choices used for verification are:

- Collateral
- Document
- Client Statement (No pop-up window)
- Visual
- Declaration

A description of each of the methods begins below. When you select a method of verification, make sure it is appropriate (based on policy) to use that type of verification. For example, **"Client Statement"** would not be appropriate to verify the wage amount.

a) **Collateral Contact**

- **Collateral** When using a collateral contact as verification you **must** include information that clearly identifies:
 - The **"Name"** of the individual to whom you spoke.
 - The **"Title"** of the individual to whom you spoke.
 - The name of the **"Institution"** you contacted.
 - The **"Phone"** number of the individual to

whom you spoke.

The comments should be appropriate for the item you are verifying. In this example, a collateral contact was made to Target to verify the wage amount. The Verification “**Date**” is automatically entered once you click “**OK**”.

Collateral Contact (HAN SOLO - APPLICANT - 100061325, 8/1/2004)

Verified: ☒

Name: Title:

Institution: Phone:

Comments:

OK Cancel

Comments

“**Collateral Contact**” also has a space for comments where you can add information. Once you have completed the verification procedure, click “**OK**” to save the information and return to the Detail window.

b) Document

- **Document**

A list of acceptable documents appears. Depending on the type of item you are verifying, the list of documents is different. In this example the verifications for wages are:

- **EMPLOYER DOCUMENT**
- **PAYSTUB**
- **REQ FOR VERIF OF EMPLOYMENT**

Documents (HAN SOLO - APPLICANT - 10006132...)

Verified: ☐

Documents:

<input type="checkbox"/>	EMPLOYER DOCUMENT
<input type="checkbox"/>	PAY STUB
<input type="checkbox"/>	REQ FOR VERIF OF EMPLOYMENT (DE-206, KC-702)

Acceptable documents for this income type

Comments:

Select

OK Cancel

When you select **“Document”**, you are indicating that there is a copy of the document in the case file.

After you determine the type of document you have, click on the name of the document (causing it to be highlighted) then click **“Select”** or simply double click on the name of the document. A ✓ (check mark) appears in the box next to the name of the document.

The **“Verified”** box also has a ✓ (check mark).

“Documents” also has a space for comments where information may be added. Once you have completed the verification procedure, click **“OK”** to save the information, and return to the Detail window. Clicking **“Cancel”** does not save the information.

Documents (HAN SOLO - APPLICANT - 10006132...)

Verified: ☐

Documents:

EMPLOYER DOCUMENT
PAY STUB
REQ FOR VERIF OF EMPLOYMENT (DE-206, KC-702)

Comments:

Select

OK

Cancel

c) Client Statement

- Client Statement**

When it is appropriate to accept the customer's statement for verification, place the cursor over the "**Client Statement**" ☐ (box) and click. A ✓ (check mark) appears, and ACE accepts this as your verification. For Arizona residency the system will automatically default to "**Client Statement**". However, if either is questionable, ACE will allow you to use one of the other types of verifications.

Verification

Date: 01/20/2005

Client Statement: ☒

Collateral

Visual

Document

Declaration

There is no detail window for “**Client Statement**”.

Remember: Use client statement only when policy accepts that type of verification as appropriate. For example, residency, if not questionable.

d) Visually Verification

- **Visual** This is a record of a document that you saw and were unable to photocopy.

Verification

Date: 01/20/2005

Client Statement: ☒

☐ Collateral ☐ Document ☐ Visual ☐ Declaration

Visual

When you are unable to directly record in ACE or scan a document (i.e., outreach events) the Permanent Verification Record form can be used. However, the information must be entered into ACE on the “**Visual verification**” window prior to completing the case.

Visual verification (HAN SOLO - APPLICANT - 100...)

Verified: ☐

Documents:

EMPLOYER DOCUMENT
PAY STUB
<input type="checkbox"/> REQ FOR VERIF OF EMPLOYMENT (DE-206, KC-702)

Document Viewed

Comments:

Select

Comments Grid

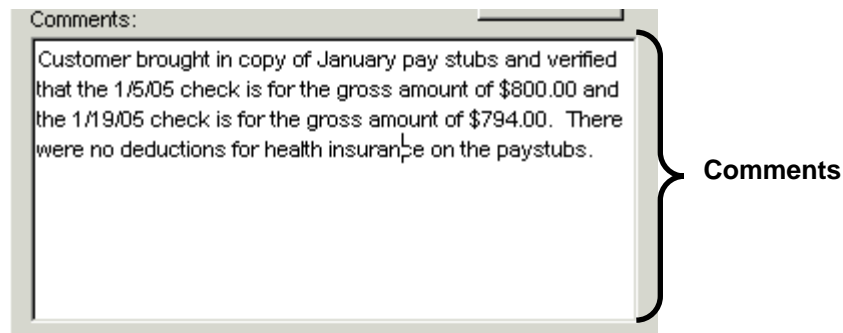
OK Cancel

A description of what should be included in the “**Visual verification**” in the “**Comments**” field is on the following page.

Note: Use the visual verification button when verifying child support from the CHSP screen in AZTECS.

“**Comments**” field data entries must contain all the appropriate information to clearly identify the item viewed. The following information should be documented:

- **Name:** The name of the individual to whom the document pertains.
- **Verification Of:** Reason for the verification (i.e., age, citizenship, income, TPL, etc.).
- **Document Type:** List the type of document you viewed (i.e., birth certificate, pay stub, health insurance card, etc.).
- **Document Number:** Enter all identifying numbers listed on the document (i.e., birth certificate number, birth registration number, check number, Social Security number, TPL policy number, etc.).
- **Date Issued:** Enter the date the document was issued.
- **Explanation:** All pertinent information contained on the document.



Comments:

Customer brought in copy of January pay stubs and verified that the 1/5/05 check is for the gross amount of \$800.00 and the 1/19/05 check is for the gross amount of \$794.00. There were no deductions for health insurance on the paystubs.

Comments

After the information is entered in ACE, shred the Permanent Verification Record form. It is not scanned into Fortis.

After completing all the information on the “**Detail**” pop-up window, click “**OK**” to save the information, and close the window.

Clicking “**Cancel**” closes the window, and does not save information.

e) Declaration

- **Declaration**

Is used to provide the customer, or other individuals, with the opportunity to declare or clarify information not included on the application.

Declaration (HAN SOLO - APPLICANT - 1000...)

Verified: ☐

Issue:

Customer has 30 hours of overtime on the 1/19/05 check.

Explanation

The customer explained that the company was remodeling and paid overtime because he helped with the construction. This will not happen again.

Issue

Customer's explanation of the issue

Print OK Cancel

On the “**Declaration**” detail window, in the “**Issue**” grid, type in the issue that needs to be resolved. Ask the customer for an explanation; using the customer’s explanation, type in the response in the “**Explanation**” grid. When you have finished, click the “**Print**” button; this sends the Declaration to the print queue. This allows the customer to sign the Declaration. Print queue is discussed in the “**Print Queue**” chapter. If the customer’s explanation clarifies the issue, click in the “**Verified**” ☐ box. If this does not fully resolve the issue, do not check the “**Verified**” ☐ box. ACE does not automatically check the box as it does in the other “**Verification Detail**” pop-up windows.

When you have completed the “**Declaration**” window, click “**OK**” to save the information. Clicking on “**Cancel**” does not save information.

The form mailed to the customer listing the verifications required in order to determine the customer’s eligibility is the “**Request for Information**” (RFI).

- **Form** Using this grid allows you to print the form, and to include the requested verification to be added on the “**Request for Information (RFI)**”.

The screenshot shows a window titled "Form". Inside, there is a checkbox labeled "Include Form on RFI" which is checked. To its right is a "Due:" field containing "01/20/2005" and a "Resolved:" field with a date picker showing "/ /". Below these is a "Print Form" button and a text field containing "VERIFICATION - EMPLOYMENT". An arrow points from the text "Include Form on RFI" on the right to the checked checkbox.

When you click ☐ box “**Include Form on RFI**”, the verbiage to complete the form (for example Request for Verification of Unearned Income, or Request for Verification of School Attendance) is included on the Request For Information (RFI).

- **Due** This field is automatically filled with a date the form is to be returned (10 business days).
- **Resolved** Enter the date the verification form is received back from the source from which the information was requested. For example, when a Request for Verification of Earned Income is returned from the employer, enter the date you receive the completed verification form.
- **Print Form** To print the verification form, click the “**Print Form**” button, which sends the form to the print queue. “**Print Queue**” Chapter describes the printing process.

Verification Detail (HAN SOLO - APPLICANT - 100061325, 8/1/2004)

Description: WAGES
 Qualifier: Target
 Value: \$0.00
 Verified: No

Verification
 Date: / /
 Collateral
 Document
 Client Statement: ☐
 Visual
 Declaration

Form
☒ Include Form on RFI Due: 01/20/2005 Resolved: / /
 Print Form VERIFICATION - EMPLOYMENT

Request For Information
☒ Include Verification on RFI Due: / / Resolved: / /
 Instructions:
 A copy of pay stubs or a letter from the employer that shows the gross amount of income for the month(s) of Mayo

Comments
 1-5-05 Left message for client at home #.

OK Cancel

Due (points to Date field)
Resolved (points to Resolved field)
Print Form (points to Print Form button)

“Request For Information” (RFI) is the printed form that instructs, or lists all the items that need to be provided or verified.

- Request For Information** Is the method of providing the customer with a written list of verification required in order to determine the customer’s eligibility. The RFI also provides the customer with a date by which the requested verification must be received by the specialist.

Verification Detail (HAN SOLO - APPLICANT - 100061325, 8/1/2004)

Description: WAGES
 Qualifier: Target
 Value: \$0.00
 Verified: No

Verification
 Date: __/__/__
 Collateral ☐ Document ☐
 Client Statement: ☐ Visual ☐ Declaration ☐

Form
☒ Include Form on RFI Due: 01/20/2005 Resolved: __/__/__
 Print Form VERIFICATION - EMPLOYMENT

Request For Information
☒ Include Verification on RFI Due: __/__/__ Resolved: __/__/__

Instructions:
 A copy of pay stubs or a letter from the employer that shows the gross amount of income for the month(s) of Mayo

Comments
 1-5-05 Left message for client at home #.

OK Cancel

Request for Information

The “**Instructions**” field may require you to complete the instructions of what the customer must provide. In the above example, you would want to add the dates for which income verification is needed. This grid provides the opportunity for you to request specific information to be included on the “**Request For Information**”.

!	<p>Note: The instructions that are automatically filled in ACE will be translated if sending out an RFI to a Spanish-speaking customer. Any additional information you add to the instructions that need to go out in Spanish will have to be entered in Spanish in the instructions field.</p>
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- **Comments**

ACE allows you to add comments. These comments do not print on the **RFI**. They should be used to clarify information within the case.

Verification Detail (HAN SOLO - APPLICANT - 100061325, 8/1/2004)

Description: WAGES
Qualifier: Target
Value: \$0.00
Verified: **No**

Verification
Date: / / ☐ Collateral ☐ Document
Client Statement: ☐ ☐ Visual ☐ Declaration

Form
☒ Include Form on RFI Due: 01/20/2005 Resolved: / /
Print Form VERIFICATION - EMPLOYMENT

Request For Information
☒ Include Verification on RFI Due: Resolved: / /
Instructions:
A copy of pay stubs or a letter from the employer that shows the gross amount of income for the month(s) of Mayo

Comments
1-5-05 Left message for client at home #.

OK Cancel

Comments

After completing all the information on a “**Detail**” pop-up window, click “**OK**” to save the information, and close the window. Clicking “**Cancel**” closes the window, and does not save the information.